

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A method for dispute management using a dispute management application comprising:

receiving an indication from a user to file a claim against at least one party using a first computer, wherein the claim comprises a request for a dispute management process between the user and the at least one party;

providing the user with a plurality of dispute management features in response to receiving the indication at the first computer;

allowing a case manager, who is an entity other than the user or the at least one party, to manage the dispute management process using a second computer, wherein managing the dispute management process comprises guiding the user and the at least one party through a dispute resolution process;

allowing the case manager to select a neutral at a third computer;

receiving an indication from the case manager of ~~[[a]]~~ the selected neutral at a third computer;
and

allowing the selected neutral to facilitate the dispute ~~management~~ resolution process using a third computer.

2. (Original) The method defined in claim 1 wherein the user is a claimant.

3. (Cancelled) ~~The method defined in claim 1 wherein the user is respondent.~~

4. (Original) The method defined in claim 1 further comprising providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

5. (Original) The method defined in claim 4 further comprising:

receiving an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and

providing the dispute management feature to the user with the dispute management application in response to receiving the indication.

6. (Original) The method defined in claim 1 further comprising providing the user with access to information relating to dispute management.

7. (Original) The method defined in claim 6 further comprising allowing the user to electronically search through the information.

8. (Original) The method defined in claim 7 wherein allowing the user to electronically search comprises receiving a keyword from the user.

9. (Original) The method defined in claim 1 further comprising providing the user with a directory, wherein the directory includes contact information.

10. (Original) The method defined in claim 1 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

11. (Original) The method defined in claim 1 further comprising receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the first computer.

12. (Original) The method defined in claim 11 further comprising providing the user with access to additional information relating to the plurality of neutrals.

13. (Original) The method defined in claim 1 further comprising receiving an indication from the user at the first computer that indicates the desirability of a neutral from a plurality of neutrals using an on-line calendar.

14. (Original) The method defined in claim 13 further comprising indicating the desirability of the neutral based at least in part on the availabilities of the plurality of neutrals.

15. (Original) The method defined in claim 1 further comprising receiving an indication from the user to provide submissions relating to the claim.

16. (Original) The method defined in claim 1 further comprising receiving an indication from the user to electronically submit at least one document.

17. (Original) The method defined in claim 16 further comprising receiving definitions of viewing priorities from the case manager at the second computer.

18. (Original) The method defined in claim 16 further comprising providing the neutral at the third computer with access to the at least one document.

19. (Original) The method defined in claim 1 further comprising providing the user with a schedule for electronically submitting at least one document.

20. (Original) The method defined in claim 1 further comprising providing a notification to the selected neutral at the third computer in response to receiving the indication from the case manager.

21. (Original) The method defined in claim 1 further comprising providing the user with a discussion area relating to dispute management.

22. (Original) The method defined in claim 1 further comprising allowing the user to create a discussion area relating to dispute management.

23. (Original) The method defined in claim 1 further comprising providing the user with access to a case, wherein the case comprises the claim that the user has filed.

24. (Original) The method defined in claim 1 further comprising providing the user with access to postings that have been submitted using the dispute management application.

25. (Original) The method defined in claim 1 further comprising receiving an indication from the user of users that have a conflict of interest with the claim.

26. (Original) The method defined in claim 1 further comprising receiving an indication from the user that the user desires to create a profile.

27. (Original) The method defined in claim 26 wherein the profile comprises information relating to dispute prevention.

28. (Original) The method defined in claim 26 wherein the profile comprises information relating to dispute resolution.

29. (Currently Amended) A method for providing dispute management features in a dispute management application comprising:

receiving an indication at a first computer from a user at a second computer to file a claim;

providing the user at the second computer with access to a case filing application in response to receiving the indication;

receiving an indication at the first computer from the user at the second computer, wherein the indication indicates a dispute management feature for a dispute management application; [[and]]

providing the dispute management feature to the user using the first computer with the dispute management application in response to receiving the indication; and

assigning a case manager, who is an entity other than the user and an adverse party, to manage the dispute management feature using a third computer, wherein managing the dispute management feature comprises guiding the user and the adverse party through a dispute resolution process.

30. (Original) The method defined in claim 29 wherein the user is a claimant.

31. (Cancelled) ~~The method defined in claim 29 wherein the user is respondent.~~

32. (Original) The method defined in claim 29 further comprising providing the user with access to user information relating to dispute management.

33. (Original) The method defined in claim 32 further comprising allowing the user to electronically search for user information.

34. (Original) The method defined in claim 29 further comprising allowing the user to select a dispute management process.

35. (Original) The method defined in claim 34 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

36. (Original) The method defined in claim 29 further comprising receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

37. (Original) The method defined in claim 36 further comprising providing the user with access to additional information relating to the plurality of neutrals.

38. (Original) The method defined in claim 29 further comprising calculating a filing fee for the claim.

39. (Original) The method defined in claim 29 further comprising allowing the user to modify the claim.

40. (Original) The method defined in claim 29 further comprising receiving an indication from the user to electronically submit at least one document.

41. (Original) The method defined in claim 29 further comprising providing the user with a schedule for electronically submitting at least one document.

42. (Original) The method defined in claim 29 further comprising providing the user with access to postings that have been submitted using the dispute management application.

43. (Original) The method defined in claim 29 further comprising:

receiving an indication from the user to postpone a hearing; and

providing users related to the claim with a notification in response to receiving the indication.

44. (Original) The method defined in claim 29 further comprising receiving an indication from the user that the user desires to create a profile.

45. (Currently Amended) A method for preventing disputes using a dispute management application comprising:

monitoring communications from a first computer, wherein the communications reflect commercial activities between a user and another party;

comparing information from the communications from the first computer with dispute management criteria from a database located at a second computer;

~~determining a dispute-related conclusion~~
dispute prevention information based at least in part on the comparison using data mining techniques; and

providing ~~[[a]] the dispute management process~~ prevention information to ~~[[a]] the~~ user at the first computer to notify the user of a potential dispute.

46. (Original) The method defined in claim 45 further comprising determining key fields in the communications.

47. (Original) The method defined in claim 45 wherein the dispute management criteria comprises dispute prevention information.

48. (Original) The method defined in claim 45 further comprising communicating a notification to the user that indicates the likelihood for a dispute to arise.

49. (Currently Amended) The method defined in claim 45 further comprising providing the user with statistics relating to dispute ~~management~~ prevention.

50. (Currently Amended) A method for international dispute management using a dispute management application comprising:

monitoring communications to a first user in a first country at a first computer from a second user at a second computer;

identifying the second user at the second computer, wherein the identifying comprises determining the country that the second user is communicating from and wherein the second user is communicating from a country other than the first country;

providing the first user with international dispute management information, appropriate for the country of the second user, in response to the identification;

determining one or more dispute management rules appropriate for the country of the second user; and providing the first user with a plurality of dispute management features, appropriate for the country of the second user, in response to determining the dispute management rules.

51. (Original) The method defined in claim 50 further comprising providing the first user with access to information relating to international dispute management.

52. (Cancelled) ~~The method defined in claim 50 wherein identifying the second user comprising determining the country that the second user is communicating from.~~

53. (Original) The method defined in claim 50 further comprising providing the first user with arbitration clauses relating to the country that the second user is from.

54. (Original) The method defined in claim 50 further comprising providing the first user with rules relating to the country that the second user is from.

55. (Original) The method defined in claim 50 further comprising determining a dispute management process for resolving an international dispute.

56. (Original) The method defined in claim 55 further comprising providing the first user with the dispute management process for resolving the dispute.

57. (Original) The method defined in claim 55 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

58. (Original) The method defined in claim 50 further comprising receiving an indication from the first user to create a profile.

59. (Original) The method defined in claim 50 further comprising receiving an indication from the second user to create a profile.

60. (Currently Amended) A system for dispute management using a dispute management application comprising:

means for receiving an indication from a user to file a claim against at least one party using a first computer, wherein the claim comprises a request for a dispute management process between the user and the at least one party;

means for providing the user with a plurality of dispute management features in response to receiving the indication at the first computer;

means for allowing a case manager, who is an entity other than the user or the at least one party, to manage the dispute management process using a second computer, wherein managing the dispute management process comprises means for guiding the user and the at least one party through a dispute resolution process;

means for allowing the case manager to select a neutral at a third computer;

means for receiving an indication from the case manager of [[a]] the selected neutral at a third computer; and

means for allowing the selected neutral to facilitate the dispute ~~management~~ resolution process using a third computer.

61. (Original) The system defined in claim 60 wherein the user is a claimant.

62. (Cancelled) ~~The system defined in claim 60 wherein the user is respondent.~~

63. (Original) The system defined in claim 60 further comprising means for providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

64. (Original) The system defined in claim 63 further comprising:

means for receiving an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and

means for providing the dispute management feature to the user with the dispute management application in response to receiving the indication.

65. (Original) The system defined in claim 60 further comprising means for providing the user with access to information relating to dispute management.

66. (Original) The system defined in claim 65 further comprising means for allowing the user to electronically search through the information.

67. (Original) The system defined in claim 66 wherein the means for allowing the user to electronically search comprises means for receiving a keyword from the user.

68. (Original) The system defined in claim 60 further comprising means for providing the user with a directory, wherein the directory includes contact information.

69. (Original) The system defined in claim 60 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

70. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the first computer.

71. (Original) The system defined in claim 70 further comprising means for providing the user with access to additional information relating to the plurality of neutrals.

72. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user at the first computer that indicates the

desirability of a neutral from a plurality of neutrals using an on-line calendar.

73. (Original) The system defined in claim 72 further comprising means for indicating the desirability of the neutral based at least in part on the availabilities of the plurality of neutrals.

74. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user to provide submissions relating to the claim.

75. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user to electronically submit at least one document.

76. (Original) The system defined in claim 75 further comprising means for receiving definitions of viewing priorities from the case manager at the second computer.

77. (Original) The system defined in claim 75 further comprising means for providing the neutral at the third computer with access to the at least one document.

78. (Original) The system defined in claim 60 further comprising means for providing the user with a schedule for electronically submitting at least one document.

79. (Original) The system defined in claim 60 further comprising means for providing a notification to

the selected neutral at the third computer in response to receiving the indication from the case manager.

80. (Original) The system defined in claim 60 further comprising means for providing the user with a discussion area relating to dispute management.

81. (Original) The system defined in claim 60 further comprising means for allowing the user to create a discussion area relating to dispute management.

82. (Original) The system defined in claim 60 further comprising means for providing the user with access to a case, wherein the case comprises the claim that the user has filed.

83. (Original) The system defined in claim 60 further comprising means for providing the user with access to postings that have been submitted using the dispute management application.

84. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user of users that have a conflict of interest with the claim.

85. (Original) The system defined in claim 60 further comprising means for receiving an indication from the user that the user desires to create a profile.

86. (Original) The system defined in claim 85 wherein the profile comprises information relating to dispute prevention.

87. (Original) The system defined in claim 85 wherein the profile comprises information relating to dispute resolution.

88. (Currently Amended) A system for providing dispute management features in a dispute management application comprising:

means for receiving an indication at a first computer from a user at a second computer to file a claim;

means for providing the user at the second computer with access to a case filing application in response to receiving the indication;

means for receiving an indication at the first computer from the user at the second computer, wherein the indication indicates a dispute management feature for a dispute management application; [[and]]

means for providing the dispute management feature to the user using the first computer with the dispute management application in response to receiving the indication; and

means for assigning a case manager, who is an entity other than the user and an adverse party, to manage the dispute management feature using a third computer, wherein managing the dispute management feature comprises guiding the user and the adverse party through the dispute resolution process.

89. (Original) The system defined in claim 88 wherein the user is a claimant.

90. (Cancelled) ~~The system defined in claim 88 wherein the user is respondent.~~

91. (Original) The system defined in claim 88 further comprising means for providing the user with access to user information relating to dispute management.

92. (Original) The system defined in claim 91 further comprising means for allowing the user to electronically search for user information.

93. (Original) The system defined in claim 88 further comprising means for allowing the user to select a dispute management process.

94. (Original) The system defined in claim 93 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

95. (Original) The system defined in claim 88 further comprising means for receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

96. (Original) The system defined in claim 95 further comprising means for providing the user with access to additional information relating to the plurality of neutrals.

97. (Original) The system defined in claim 88 further comprising means for calculating a filing fee for the claim.

98. (Original) The system defined in claim 88 further comprising means for allowing the user to modify the claim.

99. (Original) The system defined in claim 88 further comprising means for receiving an indication from the user to electronically submit at least one document.

100. (Original) The system defined in claim 88 further comprising means for providing the user with a schedule for electronically submitting at least one document.

101. (Original) The system defined in claim 88 further comprising means for providing the user with access to postings that have been submitted using the dispute management application.

102. (Original) The system defined in claim 88 further comprising:

means for receiving an indication from the user to postpone a hearing; and

means for providing users related to the claim with a notification in response to receiving the indication.

103. (Original) The system defined in claim 88 further comprising means for receiving an indication from the user that the user desires to create a profile.

104. (Currently Amended) A system for preventing disputes using a dispute management application comprising:

means for monitoring communications from a first computer, wherein the communications reflect commercial activities between a user and another party;

means for comparing information from the communications from the first computer with dispute management criteria from a database located at a second computer;

means for determining ~~a dispute-related conclusion~~ dispute prevention information based at least in part on the comparison using data mining techniques; and

means for providing ~~[[a]] the dispute management process~~ prevention information to ~~[[a]] the user~~ at the first computer to notify the user of a potential dispute.

105. (Original) The system defined in claim 104 further comprising means for determining key fields in the communications.

106. (Original) The system defined in claim 104 wherein the dispute management criteria comprises dispute prevention information.

107. (Original) The system defined in claim 104 further comprising means for communicating a notification

to the user that indicates the likelihood for a dispute to arise.

108. (Currently Amended) The system defined in claim 104 further comprising means for providing the user with statistics relating to dispute ~~management~~ prevention.

109. (Currently Amended) A system for international dispute management using a dispute management application comprising:

means for monitoring communications to a first user in a first country at a first computer from a second user at a second computer;

means for identifying the second user at the second computer, wherein the means for identifying comprises means for determining the country that the second user is communicating from and wherein the second user is communicating from a country other than the first country;

means for providing the first user with international dispute management information, appropriate for the country of the second user, in response to the identification;

means for determining one or more dispute management rules appropriate for the country of the second user; and

means for providing the first user with a plurality of dispute management features, appropriate for the country of the second user, in response to determining the dispute management rules.

110. (Original) The system defined in claim 109 further comprising means for providing the first user with

access to information relating to international dispute management.

111. (Cancelled) ~~The system defined in claim 109 wherein the means for identifying the second user comprising means for determining the country that the second user is communicating from.~~

112. (Original) The system defined in claim 109 further comprising means for providing the first user with arbitration clauses relating to the country that the second user is from.

113. (Original) The system defined in claim 109 further comprising means for providing the first user with rules relating to the country that the second user is from.

114. (Original) The system defined in claim 109 further comprising means for determining a dispute management process for resolving an international dispute.

115. (Original) The system defined in claim 114 further comprising means for providing the first user with the dispute management process for resolving the dispute.

116. (Original) The system defined in claim 114 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

117. (Original) The system defined in claim 109 further comprising means for receiving an indication from the first user to create a profile.

118. (Original) The system defined in claim 109 further comprising means for receiving an indication from the second user to create a profile.

119. (Currently Amended) A system for dispute management using a dispute management application comprising:

a user input device;

a display device; and

a dispute management application implemented at least partially on control circuitry and programmed to:

receive an indication from a user to file a claim against at least one party using a first computer, wherein the claim comprises a request for a dispute management process between the user and the at least one party;

provide the user with a plurality of dispute management features in response to receiving the indication at the first computer;

allow a case manager, who is an entity other than the user or the at least one party, to manage the dispute management process using a second computer, wherein managing the dispute management process comprises guiding the user and the at least one party through the dispute resolution process;

allow the case manager to select a neutral at a third computer;

receive an indication from the case manager of [[a]] the selected neutral at a third computer; and

allow the selected neutral to facilitate the dispute management resolution process using a third computer.

120. (Original) The system defined in claim 119 wherein the user is a claimant.

121. (Cancelled) ~~The system defined in claim 119 wherein the user is respondent.~~

122. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

123. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to:

receive an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and

provide the dispute management feature to the user with the dispute management application in response to receiving the indication.

124. (Original) The system defined in claim 119 wherein the dispute management application is further

programmed to provide the user with access to information relating to dispute management.

125. (Original) The system defined in claim 124 wherein the dispute management application is further programmed to allow the user to electronically search through the information.

126. (Original) The system defined in claim 125 wherein the dispute management application is further programmed to receive a keyword from the user.

127. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a directory, wherein the directory includes contact information.

128. (Original) The system defined in claim 119 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

129. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the first computer.

130. (Original) The system defined in claim 129 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of neutrals.

131. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user at the first computer that indicates the desirability of a neutral from a plurality of neutrals using an on-line calendar.

132. (Original) The system defined in claim 131 wherein the dispute management application is further programmed to indicate the desirability of the neutral based at least in part on the availabilities of the plurality of neutrals.

133. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user to provide submissions relating to the claim.

134. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

135. (Original) The system defined in claim 134 wherein the dispute management application is further programmed to receive definitions of viewing priorities from the case manager at the second computer.

136. (Original) The system defined in claim 134 wherein the dispute management application is further programmed to provide the neutral at the third computer with access to the at least one document.

137. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one document.

138. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide a notification to the selected neutral at the third computer in response to receiving the indication from the case manager.

139. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a discussion area relating to dispute management.

140. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to allow the user to create a discussion area relating to dispute management.

141. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to a case, wherein the case comprises the claim that the user has filed.

142. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to postings that

have been submitted using the dispute management application.

143. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user of users that have a conflict of interest with the claim.

144. (Original) The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user that the user desires to create a profile.

145. (Original) The system defined in claim 144 wherein the profile comprises information relating to dispute prevention.

146. (Original) The system defined in claim 144 wherein the profile comprises information relating to dispute resolution.

147. (Currently Amended) A system for providing dispute management features in a dispute management application comprising:

a user input device;

a display device; and

a dispute management application implemented at least partially on control circuitry and programmed to:
receive an indication at a first computer from a user at a second computer to file a claim;

provide the user at the second computer with access to a case filing application in response to receiving the indication;

receive an indication at the first computer from the user at the second computer, wherein the indication indicates a dispute management feature for a dispute management application; [[and]]

provide the dispute management feature to the user using the first computer with the dispute management application in response to receiving the indication; and

assign a case manager, who is an entity other than the user and an adverse party, to manage the dispute management feature using a third computer, wherein managing the dispute management feature comprises guiding the user and the adverse party through the dispute resolution process.

148. (Original) The system defined in claim 147 wherein the user is a claimant.

149. (Cancelled) ~~The system defined in claim 147 wherein the user is respondent.~~

150. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to user information relating to dispute management.

151. (Original) The system defined in claim 147 wherein the dispute management application is further

programmed to allow the user to electronically search for user information.

152. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to allow the user to select a dispute management process.

153. (Original) The system defined in claim 147 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

154. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

155. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of neutrals.

156. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to calculate a filing fee for the claim.

157. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to allow the user to modify the claim.

158. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

159. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one document.

160. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.

161. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to:

receive an indication from the user to postpone a hearing; and

provide users related to the claim with a notification in response to receiving the indication.

162. (Original) The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user that the user desires to create a profile.

163. (Currently Amended) A system for preventing disputes using a dispute management application comprising:
a user input device;

a display device; and
a dispute management application implemented
at least partially on control circuitry and programmed to:
monitor communications from a first
computer, wherein the communications reflect commercial
activities a between user and another party;
compare information from the
communications from the first computer with dispute
management criteria from a database located at a second
computer;
~~determine a dispute-related conclusion~~
dispute prevention information based at least in part on
the comparison using data mining techniques; and
provide ~~[[a]]~~ the dispute management
~~process~~ prevention information to ~~[[a]]~~ the user at the
first computer to notify the user of a potential dispute.

164. (Original) The system defined in claim 163
wherein the dispute management application is further
programmed to determine key fields in the communications.

165. (Original) The system defined in claim 163
wherein the dispute management criteria comprises dispute
prevention information.

166. (Original) The system defined in claim 163
wherein the dispute management application is further
programmed to communicate a notification to the user that
indicates the likelihood for a dispute to arise.

167. (Currently Amended) The system defined in
claim 163 wherein the dispute management application is

further programmed to provide the user with statistics relating to dispute ~~management~~ prevention.

168. (Currently Amended) A system for dispute management using a dispute management application comprising:

- a user input device;
- a display device; and

- a dispute management application implemented at least partially on control circuitry and programmed to:

- monitor communications to a first user in a first country at a first computer from a second user at a second computer;

- identify the second user at the second computer, wherein the identifying comprises determining the country that the second user is communicating from and wherein the second user is communicating from a country other than the first country;

- provide the first user with international dispute management information, appropriate for the country of the second user, in response to the identification;

- determine one or more dispute management rules appropriate for the country of the second user; and

- provide the first user with a plurality of dispute management features, appropriate for the country of the second user, in response to determining the dispute management rules.

169. (Original) The system defined in claim 168 wherein the dispute management application is further

configured to provide the first user with access to information relating to international dispute management.

170. (Cancelled) ~~The system defined in claim 168 wherein the dispute management application is further configured to determine the country that the second user is communicating from.~~

171. (Original) The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with arbitration clauses relating to the country that the second user is from.

172. (Original) The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with rules relating to the country that the second user is from.

173. (Original) The system defined in claim 168 wherein the dispute management application is further configured to determine a dispute management process for resolving an international dispute.

174. (Original) The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with the dispute management process for resolving the dispute.

175. (Original) The system defined in claim 174 wherein the dispute management process is selected from the

group consisting of documents-only arbitration and on-call mediation.

176. (Original) The system defined in claim 168 wherein the dispute management application is further configured to receive an indication from the first user to create a profile.

177. (Original) The system defined in claim 168 wherein the dispute management application is further configured to receive an indication from the second user to create a profile.